



## REVIEWER CONTACTS

**Assigned Plan Reviewer:** Before contacting the Land Development Division (LDD), determine who the assigned Plan Reviewer is for your project. This can be accomplished through two methods:

- Comments received via US Mail, Fax, or email will have the Plan Reviewer assigned to the project.
- If looking at comments in KIVAnet, click on the corresponding Review Activity link. The Plan Reviewer's name and email will be listed under "Assigned To:" category (see Web Access To Digital comment on Process Overview page).

**How to contact:** To contact the assigned LDD Plan Reviewer, call **(816) 513-1500** and select **Option #2**. Administrative staff will transfer you to the requested person, unless they are unavailable. If unavailable, you can leave a voicemail, or request the administrative staff person to send the Plan Reviewer an email to contact you. Per the Benchmark Services Initiative of 2002, all phone calls are to be returned within one (1) working day, to keep the lines of communication open between design professionals and City staff.

- The best and most efficient way to resolve issues or comments is to schedule a meeting with the Plan Reviewer to discuss in person. Contact the Plan Reviewer directly to schedule a meeting.
- If needed a phone conversation may be able to resolve issues, although not as efficiently as a meeting.
- You may also contact the Plan Reviewer directly by email, this also is not a preferred method. If viewing comments in KIVAnet, the Plan Reviewer's email is located under the "Assigned To:" category.

Note, any drawings or other items submitted by email is not an official submittal. Official submittals must follow the procedure outlined in the Public Infrastructure Plan Submittal Checklist (IB159). Both phone calls and e-mails can take several days to resolve, and in most cases a meeting could have already been scheduled and occurred to resolve the issue.

- If an agreement or resolution on comments cannot be achieved with the Plan Reviewer, or if the Plan Reviewer is unavailable, call **(816) 513-1500, Option #2** and ask for the Plan Review Supervisor.

Note some elements of the plan review comments are provided by other City Departments. Contact your assigned Plan Reviewer to determine if comments are provided by LDD, or another department. If provided by another department, you may be directed to speak with that department's representative directly to resolve issues. The LDD Plan Reviewer should be part of all communications regarding the project, including meetings and emails, so please keep them in the loop if resolving comments directly with another agency.

**Engineer of the Week:** The Engineer of the Week (EoW) is a Plan Reviewer who is designated each week to handle general questions regarding Land Development Standards or Processes. The EoW can be reached by calling (816) 513-1500, Option #2, and ask for the Engineer of the Week or in person at City Hall, 5<sup>th</sup> Floor (it is recommended that you call in advance of arrival to ensure they are available). If your question is project related, please ask for your assigned Plan Reviewer, as the EoW will not be familiar with the details of your project.